



United States
Department
of Agriculture

Forest
Service

Washington Office

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Route To:

Subject: National Recreation Reservation Service

To: Recreation Coordinators and Concessionaires

The National Recreation Reservation Service (NRRS™) is a new program for reserving a variety of recreation activities on federal lands. As Contracting Officer for this program, I had the opportunity to work with the developers of this program through its formulation. Many innovative processes were initiated during design and implementation of the project to allow the NRRS™ to stay current with the latest state-of-the-art developments in emerging technology. As such, you can expect changes over the 10 year life of the contract which will enhance the program.

On October 15, the NRRS™ Call Center will begin taking recreation reservations via the toll free number 1-877-444-NRRS™. On November 16, customers will be able to access the NRRS™ through the Internet at "ReserveUSA.com" to make on-line reservations for campground and cabin lodging, with wilderness activities access to be added this winter. Customers will be able to select camping sites throughout the United States using interactive maps to plan their trips. Select campgrounds will also have computer access to the NRRS™ to make on-line reservations for future dates.

Currently the US Army Corps of Engineers and the USDA Forest Service will have sites available on the NRRS™ system. We expect other land management agencies to join this effort during the life of the contract.

As Contracting Officer, I oversee the contract to ensure compliance with its terms and conditions and will oversee the day to day management by the Contracting Officer's Representative (COR) with input from each participating agency's Contracting Officer's Technical Representatives (COTR). The NRRS™ is a performance based contract whereby we will measure the performance of the contractor against established standards. Contractor payments may be adjusted to include a bonus for outstanding performance or penalties for poor performance. To assist with this, we have established an Interagency Contract Management Office (ICMO) which includes the COR, a finance team, and a systems analyst. The ICMO is located close to the contractor's business for quick access to the site for problem resolution.

I am personally excited about this contract. A tremendous effort has been expended to create this new product and I believe the results to you as recreation coordinators and managers, and to the public will be very positive. Should you need more information regarding the NRRS™, check our Internet NRRS™ Team Home web site at "www.usace.army.mil/nrrs/" or contact your agency Contracting Officer's Technical Representative.

/S/CAROL A. HOLTZ
Contracting Officer
Acquisition Management

